



# ORPHAN HOMES PROPERTY MANAGEMENT, LLC

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To: The Public Service Commission of South Carolina  
Reference: Rate and Modification Terms and Conditions for the provision of Water and Sewer  
Docket: 2013-275-WS Carolina Water Service, Inc.

Dear Commissioners,

My company, Orphan Homes Property Management, LLC is located in Beaufort, SC and manages several duplex units serviced by Carolina Water Service, Inc. (aka Utilities, Inc.) Over the years I have watched the sewer rates escalate to a point where they are becoming both unaffordable and a burden on owners and tenants. Also, the method Carolina Waters Service uses to bill individual units is unfair to the individuals of each unit. This has been pointed out in the past. Residents are not billed by usage of the unit but rather by bulk usage of the complexes connected to the system. Whether there is one person in a unit or five, the unit is billed the same amount. Each unit has its own water meter so each unit should be billed in accordance with the usage of the unit, not the community.

Also, owners and tenants get slammed by the double monthly charge for the bookkeeping. An example of this is as such:

Unit A	Waste water collection for August	\$26.73
	Town of Beaufort/Jasper Waste water service	\$25.88
Unit B	Waste water collection for August	\$26.73
	Town of Beaufort/Jasper Waste water service	\$25.88

The fee being charged seems high for a simple data-entry procedure especially since accounts that I manage are set up under one company name. In essence, Carolina Water Service collects \$267.30 each month for ten units.

Since I have been managing these units over the past several years I have watched rates jump from \$35/mo upwards to \$65/mo. There was a time when an adjacent complex to the duplexes was not even being charged for their water usage. They have one, two and three bedroom units. Only after having the situation investigated was it discovered that the duplex complex was 'supporting' the condo complex next door. There was no excuse for this type of oversight.

It is my opinion that if Carolina Water Service needs to increase their rates, they should lower their administrative fees accordingly. \$50-\$60+ dollars a month for sewer is unreasonable. Another solution would be to turn over their service to Beaufort Jasper Sewer Water Authority since they are the ones that actually process to sewage waste. The residents attached to this system are, in essence, being charged an excess fee by having to go through a middle-man corporation and again, residents are being either overcharged or undercharged for usage by having to pay the average usage based on occupied units rather than actual water consumption.

Thank you for your attention in this matter.

Fran Heckrotte, Property Manager  
Orphan Homes Property Management, LLC

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**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**

**CLERK'S OFFICE**

**NOTICE OF PUBLIC NIGHT HEARING**

**DOCKET NO. 2013-275-WS**

**Docket Summary: Application of Carolina Water Service, Inc. for Adjustment of Rates and Charges and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service**

**PLEASE TAKE NOTICE** that a **Public Night Hearing** on the above matter has been scheduled to begin on **Thursday, December 12, 2013, at 6:00 p.m.**, before the Public Service Commission at River Hills Community Church, 104 Hamilton's Ferry Road, Lake Wylie, South Carolina 29710.

Persons who wish to testify before the Public Service Commission regarding the application may do so at this hearing. Individuals shall be permitted a maximum of three (3) minutes for oral presentations. To testify as a public witness, you must print your name on the Sign-In Sheet available at the hearing location, and indicate whether or not you wish to testify. All testimony will be given under oath.

Please note that the commissioners will be present to listen to your testimony and statements regarding this Application. The Code of Judicial Conduct prohibits the commissioners from answering questions regarding this application or discussing this case with you individually.

Persons seeking further information about the Commission's procedures should contact the Commission at (803) 896-5100 or visit its website at [www.psc.sc.gov](http://www.psc.sc.gov).

10/31/13

Direct correspondence to: Public Service Commission of South Carolina  
Attention: Clerk's Office  
Post Office Drawer 11649  
Columbia, SC 29211

Revised 10/17/13